

**National Network of Libraries of Medicine
New England Region**

Quarterly Report

November 1, 2003 through January 31, 2004

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List of Acronyms

ARISHL Association of Rhode Island Health Science Libraries

CAHSL Connecticut Association of Health Science Libraries

CHI Consumer Health Information

CMRLS Central Massachusetts Regional Library System

HIP Health Information Professionals

HSLIC Health Science Libraries Information Consortium of Maine

HSL-NH/VT Health Science Libraries of New Hampshire and Vermont

MAHSLIN Massachusetts Health Science Libraries Information Network

NAHSL North Atlantic Health Science Libraries

NECHI North East Consortium for Health Information (MA)

NELA New England Library Association

NMRLS Northwest Massachusetts Regional Library System

SEMCO Southeast Massachusetts Consortium (of Health Science Libraries)

Executive Summary –

The November through January quarter is one that represents the implementation of NER programs as well as planning future projects for the current and upcoming fiscal year. This in a period of time that, because of holidays, celebrations, and accompanying vacations, is usually shorter in actual working days. This report describes the activities for the quarter. Underlying these activities is constant planning for year-end and Year 04 activities.

NER coordinators and directors have been working with the NER financial assistant on the proposed budget for Year 04. The RAC Resource Sharing subcommittee began planning the annual Resource Sharing Day to be held in May. An Education and Training Subcommittee meeting was also held. As an example of further progress in pushing activities through with the help of our subcommittees, the Outreach Subcommittee carefully reviewed outreach project proposals submitted in response to our RFP. These proposals are a direct result of the relationships fostered with state agencies throughout our region. And in response to focusing on specific populations in the latter years of our contract, NER has received several proposals with projects directed at rural populations.

The University of Massachusetts' Lamar Soutter Library also began a subcontract project to assess and provide training to the public health workforce throughout New England. The project coordinator works in close consultation with NER staff.

A major event across the entire National Network is the migration to DOCLINE 2.0. As reported previously, much has been done to prepare NER members for this move. Preparation included testing, previewing screens to network libraries, and constant communiqués via our listserve. The week of the conversion proved to be rather uneventful, as our network activity statistics are not significantly different than previous quarters.

In addition to Year 04 budget preparations, other intra-regional activities continue. NER input all of its projects into the NLM Outreach and Consumer Health database. Projects include subcontracts and purchase awards. This allowed NOMC to complete its record creations so that NER can begin inputting subcontract activities in addition to NER's own activities. Related to NOMC, staff received training on the OARFII interface and established procedures for role creation and authoring and approving activities.

Training in consumer health and health information resources continues to expand. Outreach and Education Coordinator Donna Berryman held training activities for Advanced PubMed and TOXNET. Donna also attended intra-regional trainings for the public health workforce. The training was held in Salt Lake City. In the short time she has been with NER, Consumer Health Information Coordinator Michelle Eberle has also expanded the selection of courses offered to public librarians. A technology training program was also held in Vermont.

NER coordinators staffed two extra-regional exhibits. NER staff attended national, regional, and local meetings. Among these were the NLM Building Symposium, RML Director's Meeting, AAHSL/AAMC conference, professional association meetings in Vermont, Rhode Island, and Connecticut, and board meetings for Massachusetts AHEC and NAHSL.

Timeline of Activities

5-Nov	Exhibited at National Middle School Association conference, Atlanta (through 8 Nov.)	Exhibits
6-Nov	Attended NLM/AAHSL Building Symposium, Bethesda	Communication/ Representation National
7-Nov	Attended HSLNH/VT Fall program, Northfield VT	Communication/ Representation State
8-Nov	Attended AAHSL/AAMC meeting, Washington, DC	Communication/ Representation National
8-Nov	Exhibited at American Heart Association Scientific Sessions (through 12 Nov)	Exhibits
3-Nov	Met with Saul Torres, Massachusetts AHEC Program Coordinator, Shrewsbury	Communication/R epresentation State
13-Nov	Attended public health training for Outreach & Education Coordinators, Salt Lake City (through 15 Nov.)	Outreach HIP
14-Nov	Hosted Central Mass./UMass Medical School Affiliate Librarians Group, NER Update	Communication/R epresentation Regional
15-Nov	National Middle School Association Exhibit in Atlanta	Exhibiting
17-Nov	Provided training to a group of librarians from Vermont on using a scanner to convert documents to PDF for Interlibrary Loan.	Technology Awareness
17-Nov	Taught three PubMed classes at Franklin Medical Center, Greenfield, MA	Outreach HIP
18-Nov	Meeting of the Education & Training Subcommittee (RAC), Shrewsbury	RAC/Network Programs
19-Nov	Attended Association of Rhode Island Health Science Libraries (ARIHSL) meeting. Acting as representative for the state.	Communication/R epresentation State
20-Nov	Visited Copley Hospital to offer on-site training and assistance, Morrisville VT	Outreach HIP
21-Nov	"Secrets of Successful Consumer Health Literature Searching" at Burlington Fletcher Free Public Library, VT	Outreach CHI
2-Dec	RML Teleconference	Communication/ Representation NNLM
4-Dec	Attended RML Director's Meeting, Houston (through 5 Dec)	Communication/ Representation NNLM
5-Dec	"Consumer Health Basics" Boston Public Library	Outreach CHI
5-Dec	Attended ARCH Consumer Health Library Anniversary Celebration	Outreach CHI
5-Dec	Attended NAHSL Executive Board Meeting in capacity of NAHSL Membership Chair	Communication/ Representation Regional
9-Dec	Taught PubMed for pharmacists at the Mass College of Pharmacy in Worcester	Outreach HIP
9-Dec	Planning meeting for New England Public Health Outreach subcontract, at LSL	Outreach-HIP
10-Dec	"Rx for Librarians: Expert CHI Searching" Metrowest Massachusetts Regional Library System, Waltham, MA	Outreach CHI

18-Dec	Attended CAHSL Meeting	Communication/ Representation State
23-Dec	Meeting with UMass Boston Library Director, discuss UMass/AHEC collaboration, Boston	Outreach-HIP
29-Dec	Received training from Amy Hatfield on Role Administration for the NOMC database.	Technology Awareness
6-Jan	RML Teleconference on the Siebel Customer Service Software.	Technology Awareness
8-Jan	Taught PubMed Expert Searching at University of Connecticut, Farmington	Outreach HIP
9-Jan	Conducted RAC-RSC Committee meeting	RAC/Network Programs
9-Jan	Meeting with UMass HealthNet Asst. Director re "Go Local"	Outreach CHI
13-Jan	Taught PubMed Expert Searching at Brown -- for ARIHSL, Providence	Outreach HIP
14-Jan	Gave NER update at LSL mid-year retreat, Worcester	Communication/ Representation Local
20-Jan	Hosted NTCC Gateway workshop at UMass Medical School Lamar Soutter Library (through 21 Jan)	Outreach HIP
21-Jan	Taught TOXNET at Gradient Corporation, Cambridge MA	Outreach HIP
22-Jan	Attended NOMC Teleconference on OARFII Capabilities	Technology Awareness
22-Jan	Taught PubMed at Johnson Memorial Hospital, Stafford Springs CT	Outreach HIP
23-Jan	DOCLINE training & onsite support, St. Matthews Medical School, Windham ME	Network Programs
26-Jan	Attended Holyoke Consumer Health Library Meeting, Holyoke, MA	Outreach CHI
26-Jan	Attended Mass. AHEC Advisory Board Meeting, gave NER AHEC subcontract update	Communication/ Representation State
27-Jan	Planning meeting for Evidence Based Public Health Course for MLA '04, Worcester	Outreach-HIP
30-Jan	DOCLINE training & onsite support, Dartmouth College, Hanover NH	Network Programs
30-Jan	Visited UConn Healthnet Consumer Health Library	Outreach CHI

Basic Network Programs

Resource Sharing

The most important event in resource sharing this quarter was the conversion to DOCLINE 2.0. As previously reported, much was done to prepare the membership for this conversion. Many announcements were made to make members aware of the upcoming release. We are pleased that the conversion went smoothly for most of the membership. The office did receive calls regarding login and password access, but these were relatively few. Network statistics do not reflect any considerable upswing in consulting services.

Over the course of the quarter, Network Coordinator Mark Goldstein has rewritten the DOCLINE manuals to reflect the 2.0 release. Training sessions have also been scheduled throughout the region. Mark took part in usability testing in the weeks leading up to the DOCLINE 2.0 roll-out.

Two off-site training sessions were conducted.

In response to questions from Resource Library Directors, Mark compiles lists of affiliate members organized by state. A listing of closed libraries was also prepared at the request of several Resource Library Directors. (See attachments)

Mark continues providing information to members on scholarly publishing and open access issues. The Open Access Publishing Conference that took place at Emory University on 7 January 7, 2004 was advertised to the NAHSL list.

In December, a small group of librarians attended a meeting in Connecticut to discuss how to replicate the state's successes in adapting hospital library standards. In 2002, the Connecticut Medical Society adopted a set of standards for hospital libraries that were initially drafted and promoted by MLA. The main goal of the standards is to have each hospital employ a library staff of appropriate size.

Attending the December meeting were: Jeannine Gluck and Robin Hassig (both instrumental in the Connecticut success); Anne Fladger, Claire LaForce, and Mark Goldstein, who were representing the interests of Massachusetts, Vermont, and New Hampshire, respectively. NER will continue facilitating adoption of these standards and encourage such developments in other states in the region. Hopefully, state health science library associations will be able to capitalize on the momentum of Connecticut and spur similar actions from the rest of the region's medical societies. A similar effort has already begun in New York and Pennsylvania.

In preparation for the Annual Resource Sharing Meeting, Mark convened the Resource Sharing Subcommittee. The subcommittee discussed broadening the day's themes to include resource sharing and electronic access issues. The annual meeting Day is scheduled for Friday, May 14, 2004. Mark has confirmed several possible speakers for the day and is finalizing the agenda. The theme will be 'consortial purchasing groups and cooperative purchasing agreements.' (See attachment)

<u>NN/LM NER Y3-Q3 NETWORK STATS</u> <u>SUBTOT</u>	
Member Consulting Services	142
Routing Table Approvals	110
DOCLINE Hold Requests	60
New Members Full: 1 Affiliate: 2	3
Library Closings	2
Onsite Visits	2
Classroom Training	0
Loansome Doc Referrals	0
TOTALS	319

Resource Sharing Activities

09-Jan	Conducted RAC-RSC Committee meeting, Shrewsbury	Mark
23-Jan	DOCLINE training & onsite support, St. Matthews Medical School, Windham ME	Mark
30-Jan	DOCLINE training onsite support, Dartmouth College, Hanover NH	Mark

Technology

A large portion of this quarter was devoted to entering the RML's projects into the NLM Outreach database. After consultation with NLM over scope and specificity, records of projects for the current contract term were input by Technology Coordinator Penny Glassman.

Penny continues supporting regional and state associations' Web information delivery functions including: Rhode Island's interlibrary loan statistics, other membership rolls, and migrating discussion lists to the medical schools new servers. Penny also worked with the Consumer Health Information Coordinator in revising the consumer health section of the NER website. Revisions were also made to the Funded Projects page.

A training workshop was conducted with Vermont librarians on using a scanner to convert documents into formats for electronic transmission. New Hampshire and Vermont have been asked to prepare letters of interest in order to participate in a document delivery project. The document delivery project will replicate the Maine project that focused on updating services to include electronic transmission of interlibrary loans.

In other Technology Awareness activities, Penny prepared an article for the NER'eastah on planning for website design. Penny, role administrator for NOMC systems, received training from NOMC in addition to those training teleconferences held for the NOMC upgrade. Penny is also the RML's early tester for the Siebel Customer Service Software. After a period of time, Penny will brief the rest of the staff on the system's facility and possible integration with NER operations.

Penny participates in the Lamar Soutter Library's Continuous Process Improvement Technical Services Team. The team is analyzing several technical services processes and identifying ways to improve efficiency and reduce costs. Meetings are held on a weekly basis.

November 17th	Provided training to a group of librarians from Vermont on using a scanner to convert documents to PDF for Interlibrary Loan.	Penny
December 29th	Received training from Amy Hatfield on Role Administration for the NOMC database.	Penny
January 6th	RML Teleconference on the Siebel Customer Service Software.	Penny
January 22nd	Attended NOMC Teleconference on OARFII Capabilities	Penny, staff

Awards for Network Members

This quarter Electronic Document Delivery and Connectivity awards were made to member libraries. The awards support member libraries' efforts to upgrade their technology to provide document delivery services and basic computer and connectivity services respectively. Many hospital libraries are interested in improving their electronic document delivery services. Libraries are requesting awards to purchase Ariel software or hardware like scanners or document senders.

Announcements were also made for Technology Awareness awards and Express Outreach Awards. NER Associate Director Javier Crespo has been in continuous contact with member libraries working on programs in order to ensure eventual submissions.

Electronic Document Delivery Awards

North Shore Medical Center (MA)	HP 9100 Digital Sender	\$3,000
Lowell General Hospital (MA)	Scanner/Fax/Copier	\$5,000
Whiden Hospital (Cambridge Health Alliance., MA)	HP9011 Digital Sender	\$3,200
Somerville Hospital (CHA)	HP9011 Digital Sender	\$3,200
Cambridge Hospital (CHA)	HP9011 Digital Sender	\$3,200
Austen Riggs Center (MA)	Connections Improvement: User Desktop	\$3,810
Kent Hospital (RI)	Funding for ARIEL	\$1,000

Course Development Awards

NER Director Elaine Martin, in collaboration with Hathy Simpson, Kris Alpi, and Nancy Allee, continues working on the development of a continuing education course titled Evidence Based Public Health. This course is designed to train librarians in applying evidence based principles in the selection of public health related information resources. Through the course development award, the course is being prepared for the May Medical Library Association conference.

9-Dec Planning meeting for Evidence Based Public Health course development award at LSL

Elaine, Hathy Simpson,
Kris Alpi, Nancy Allee

Communications and Publicity

Staff attended several national meetings representing the NER. These consisted of national conferences, the RML Director's meeting, and the NLM sponsored Building Symposium. NER staff attended state library association meetings in Vermont, Connecticut, Rhode Island, and the librarians meeting of the UMass Memorial affiliate hospitals.

NER continues its relationships with extra-library agencies and organizations. The RML Director's participation in the Massachusetts AHEC Advisory Board has resulted in new outreach opportunities. The AHEC program director has spread the RML message to other program director's in the region. As a result the New Hampshire AHEC submitted a subcontract proposal.

6-Nov	Attended NLM/AAHSL Building Symposium, Bethesda	Elaine
7-Nov	Attended HSLNH/VT Fall program, Northfield VT	Javier
8-Nov	Attended AAHSL/AAMC meeting, Washington, DC	Elaine
13-Nov	Met with Saul Torres, Massachusetts AHEC Program Coordinator, Shrewsbury	Javier
19-Nov	Attended Association of Rhode Island Health Science Libraries (ARIHSL) meeting.	Penny
14-Nov	Hosted Central Mass./UMass Medical School Affiliate Librarians Group, NER Update	Elaine, Donna
2-Dec	RML Teleconference	All NER
4-Dec	Attended RML Director's Meeting, Houston (through 5 Dec)	Javier
5-Dec	Attended NAHSL Executive Board Meeting in capacity of NAHSL Membership Chair	Penny
18-Dec	Attended CAHSL Meeting	Donna
23-Dec	Meeting with UMass Boston Library Director, discuss UMass/AHEC collaboration, Boston	Elaine
14-Jan	Gave NER update at LSL mid-year retreat, Worcester	Javier
26-Jan	Attended Mass. AHEC Advisory Board Meeting, gave NER AHEC subcontract update	Elaine

Regional Advisory Council

9-Jan	Conducted RAC-Resource Sharing Subcommittee meeting	Mark
18-Nov	Meeting of the Education & Training Subcommittee (RAC), Shrewsbury	Donna

Two RAC subcommittees held meetings this quarter as described in their respective sections of this report. In December the Outreach Subcommittee reviewed four outreach proposals submitted in response to NER's RFPs for Public Health and Consumer Health subcontracts. The committee reviewed, commented, and scored proposals within a ten day period.

Resource Library Directors

Meetings of the Resource Library Directors will be convened for the upcoming quarter. As in the past, a series of luncheon meetings are scheduled to accommodate the 16 library directors. Directors will be convened to review and discuss appropriate and pertinent topics following December's RML Director's meeting in Houston.

Outreach Program

Subcontracts

One new subcontract was begun this quarter. The New England Public Health Outreach began January 1, 2004:

The purpose of this outreach proposal is to provide health information services to the public health workforce throughout New England. Public health associations, networks, and collaboratives, and public health offices will be targeted for direct outreach with personal contacts, site visits to assess health information needs and training opportunities. The project is an organized approach to contacting public health officials and organizing training sessions within designated geographic areas in each of the region's six states.

The project will last three years and is directed by Elaine Martin. Elizabeth 'Hathy' Simpson is coordinating the project in consultation with NER Outreach Coordinator Donna Berryman and Associate Director Javier Crespo.

In response to Year 04 RFPs, several subcontract proposals were received this December. During the same month proposals were reviewed, commented, and scored by the Outreach Subcommittee. The six member group consists of three Resource Library Directors and two librarians working on existing outreach subcontracts. Four proposals were submitted and reviewed with subcontract projects representing Connecticut, Massachusetts, and New Hampshire. Three of the proposals are for consumer health projects.

Three projects were accepted for forwarding to NNO for consideration. Prior to submitting these proposals to NNO, NER asks bidders to revise and re-work their proposals according to comments and questions from the outreach subcommittee. Bidders are told to expect further questions from NNO. NER sees the process of asking bidders for revisions necessary to turning in proposals that meet all technical requirements and ensure clearly written and well organized proposals.

Targeted subcontract proposals were also turned in to the NER. These proposals were also worked on by bidders in consultation with several NER staff. These proposals represent project in Rhode Island and Connecticut, and involve public library and public health workforce training. For the upcoming quarter we look forward to reporting the approval and eventual start of five subcontract projects.

Existing subcontracts continue their work on a variety of projects. Most subcontracts are now conducting training in their respective areas. Quarterly reports from these subcontracts are attached.

Two site visits were made to subcontract libraries. On 5 December Massachusetts General Hospital's Area Resources in Community Health center celebrated an anniversary. Michelle Eberle attended the celebration in Revere, Massachusetts. On 29 December Javier Crespo attended St. Luke's Hospital Library's celebration to mark the completion of library trainings to participating public libraries in the southeastern Massachusetts. The project also collaborates with health centers; these health centers inquired about funding opportunities for offshoot projects.

5-Dec	Attended ARCH Consumer Health Library Anniversary Celebration	Michelle
29 Jan	Attended St. Luke's Hospital project meeting and Celebration	Javier

Outreach to Health Professionals and Information Providers

Outreach Coordinator Donna Berryman provides reports and evaluations for each training activity conducted. **(See Attachment)** Despite the holidays truncating many schedules, 82 participants were in attendance at training sessions for Health Information Professionals. Donna's educational activities for the region extend beyond the classroom setting by participating in Lamar Soutter Library's Outreach Study Team and the Continuous Process Improvement team focusing on Document Delivery.

Lamar Soutter Librarian Len Levin assisted the NER in teaching a PubMed course at a meeting of the New England Therapeutic Recreation Association in Massachusetts. Two of our extra-regional exhibiting conferences and a state meeting all took place during the first week in November. We are grateful to the Lamar Soutter staff for being able to provide us this support in a tightly scheduled time.

In addition to monthly teleconferences for Outreach and Education Coordinators, Donna also attended the public health training sessions for Coordinators in Salt Lake City on 14 and 15 January.

The Lamar Soutter Library and the RML also hosted NTCC workshops on NLM Gateway and PubMed. Consumer Health Information Coordinator Michelle Eberle attended these sessions on 20 and 21 January.

HIP Training Sessions		Attendees	
22-Jan	PubMed at Johnson Memorial Hospital	3	Donna
21-Jan	TOXNET at Gradient Corporation	21	Donna
9-Dec	PubMed at Mass College of Pharmacy	15	Donna
17-Nov	PubMed at Franklin Medical Center	14	Donna
7-Nov	PubMed at New England Therapeutic Recreation Association	30	Len Levin, LSL Librarian

Outreach to Consumer Health Information Providers

Consumer Health Information training sessions were held for public librarians in Burlington, and regional system offices in eastern Massachusetts.

4-Nov	"Health Information on the Internet: MedlinePlus" at Northeast Massachusetts Regional Library System, Danvers, MA	Michelle, Javier
21-Nov	"Secrets of Successful Consumer Health Literature Searching" at Burlington Fletcher Free Public Library, VT	Michelle, Donna
5-Dec	"Consumer Health Basics" Boston Public Library	Michelle

10-Dec	"Rx for Librarians: Expert CHI Searching" Metrowest Massachusetts Regional Library System, Waltham, MA	Michelle
9-Jan	Meeting with UMass HealthNet Asst. Director re "Go Local"	Michelle
26-Jan	Attended Holyoke Consumer Health Library Meeting, Holyoke, MA	Michelle
30-Jan	Visited UConn Healthnet Consumer Health Library	Michelle

Exhibits

Two extra-regional exhibit opportunities were coordinated and conducted by NER. Both meetings occurred almost concurrently. Michelle and Donna exhibited at the National Middle School Association in Atlanta. NLM's consumer health resources were featured at booth demonstrations. In Orlando, Penny and Mark exhibited at the American Heart Association meeting. The meeting is billed as a scientific session; most booth demonstrations were for clinical resources. Contacts, notes, and recommendations are entered into the NLM Exhibit Reporting Database.

5-Nov	Exhibited at National Middle School Association conference, Atlanta (through 8 Nov.)	Michelle, Donna
8-Nov	Exhibited at American Heart Association Scientific Sessions (through 12 Nov)	Penny, Mark

Attachments:

Attachment 1: Closed library List / Resource Sharing Committee Minutes

Attachment 2: Subcontract Quarterly Reports

- World Education
- Hartford Hospital Health Sciences Library
- St. Luke's Health Information Library
- University of Vermont Charles A. Dana Medical Library
- University of Massachusetts Lamar Soutter Library
- University of Massachusetts Lamar Soutter Library

Attachment 3: Outreach Coordinator Activity Reports & Evaluations

Attachment 4: Thank You Note from Lifespan Libraries